

COMSCINST <b>1740.2</b>	COG CODE <b>N00M</b>	DATE <b>5 MAR 96</b>
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**DEPARTMENT OF THE NAVY**  
 COMMANDER MILITARY SEALIFT COMMAND  
 WASHINGTON NAVY YARD BLDG 210  
 901 M STREET SE  
 WASHINGTON DC 20398-5540

COMSCINST 1740.2  
 N00M  
 5 March 1996

## COMSC INSTRUCTION 1740.2

Subj: COMMAND SPONSOR PROGRAM

Ref: (a) MILPERSMAN 1810580  
 (b) OPNAVINST 1740.3

Encl: (1) Sponsor Assignment Letter  
 (2) Sponsor Checklist  
 (3) Sample Welcome Aboard Message  
 (4) Sample Welcome Aboard Letter  
 (5) Sponsor Program Feedback Questionnaire for New Arrivals  
 (6) Sample Information Update Form

1. Purpose. To implement the subject program within COMSC and emphasize the importance of command interest and support of the conduct of the program.

2. Discussion. The Navy Sponsor Program was established by the Chief of Naval Operations to facilitate relocation of naval personnel and their families when transferred on Permanent Change of Station (*PCS*) orders. This program is vital to the welfare and morale of prospective and onboard personnel. References (a) and (b) structure the program and provide guidance for the establishment of individually tailored programs within each command. Enclosures (1) through (6) provide necessary forms and guidance for COMSC's Command Sponsor Program.

a. The timely implementation of the program cannot be overemphasized.

b. Requirements of the program will vary on a case-by-case basis. A particular family composition, special housing requirements and any number of factors can appear or change at any time during the period that the program is active for a given member.

3. Responsibilities. The Assistant Military Personnel Officer (*N15a*) will control and maintain the overall COMSC Sponsor Program.

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a. The Assistant Military Personnel Officer will:

(1) Assign a sponsor, E-5 or above, preferably from the same department as the incoming member.

(2) Release a “*Welcome Aboard*” message (*enclosure (3)*) within 3 working days of receipt of PCS orders.

(3) Maintain a tickler file to ensure the assigned sponsor completes assignments in an efficient and timely manner.

(4) Send a memo from the Chief of Staff (*N02*) to the sponsor’s Division Officer/ Department Head within 3 working days to ensure the sponsor is counseled on his/her responsibilities.

b. Department Heads/Division Officers will:

(1) Notify the sponsor of his/her assignment

(2) Review the sponsor checklist and stress the importance of the sponsor program

c. Administrative Office will:

(1) Keep the command “*Welcome Aboard*” packet up-to-date and available to assigned sponsors of MSC.

(2) The following will be provided to the sponsor:

(a) Duties of the sponsor

(b) Sponsor checklist

(c) Sample Welcome Aboard letter

(d) Package of information to be forwarded

(e) Information and referral assistance for the sponsor

(3) Survey incoming personnel by providing a Sponsor Program Feedback Questionnaire (*enclosure (5)*). Ensure the member completes and returns the questionnaire within 2 weeks of arrival and forward to the Chief of Staff for review.

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(4) Review Sponsor Program Feedback Questionnaires and forward to Chief of Staff for review.

d. Sponsors will:

(1) Mail a personal Welcome Aboard letter to the incoming member within 3 days of assignment as a sponsor. Enclosure (4) is a sample letter. Additionally, with the letter, send the Information Update sheet (*enclosure (6)*).

(2) Using the guidelines in enclosure (2), ensure the individual and any family members are assisted before the move and throughout the adjustment period.

Distribution:

COMSCINST 5000.19

List I (Case A, B, C)

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## SPONSOR ASSIGNMENT LETTER

DEPARTMENT OF THE NAVY  
COMMANDER  
MILITARY SEALIFT COMMAND  
WASHINGTON NAVY YARD BLDG 210  
901 M STREET SE  
WASHINGTON DC 20398-5540

Refer to:

From: Chief of Staff

To:

Subj: ASSIGNMENT AS SPONSOR FOR \_\_\_\_\_

Ref: (a) COMSCINST 1740.2

Encl: (1) Sponsor Checklist

1. You have been selected as command sponsor for \_\_\_\_\_. He/she is expected to report no later than \_\_\_\_\_. Sponsorship is an extremely important aspect of the Navy's Quality of Life Program and I cannot overemphasize how important your performance for the newly reporting member is. You are directed to become familiar with the duties and responsibilities of a sponsor as outlined in reference (a).

2. You are directed to communicate with \_\_\_\_\_ by letter within 3 working days of receipt of this letter at the following address:

Provide a copy of your letter to Military Personnel (N15) for retention in the sponsor file.

3. Enclosure (1) is provided to assist you in your communications with \_\_\_\_\_. Do not hesitate to ask for assistance in order to accomplish the intent of the program.

\_\_\_\_\_  
(Chief of Staff's signature)

Enclosure (1)

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## **SPONSOR CHECKLIST**

.. **Prior to arrival of the member/family:**

- Write a *“Welcome Aboard”* letter to your prospective shipmate introducing yourself as sponsor. Some points to include as appropriate.
  - Introduce yourself and give a warm welcome.
  - Brief description of the command and location.
  - Prospective professional assignment.
  - Recreation information.
  - Housing information if applicable.
  - Navy Exchange/Commissary information.
  - Navy Lodge/hotel accommodations.
  - Uniform requirements.
  - Any items you think pertinent to a newcomer.
- Include information on how you can be contacted (*i.e., your phone number and mailing address*).
- Request you be kept advised on travel plans, leave dates, estimated arrival date.
- Remain an escort to the member as long as necessary until the member feels comfortable, then, follow-up periodically.

.. **On member's arrival:**

- Meet the new member/family.
- Accompany the individual/family to their temporary lodging and help with check-in. Leave information on how you can be contacted. Establish a time to meet again to begin the indoctrination process.
- Determine the following needs and assist the new member/family in getting.
  - Food/other immediate necessities
  - Pay
  - Transportation
- Accomplish initial check-in with command/PSD.
- If the member/family has no immediate needs, advise them on how to meet the needs should they arise before you meet again.

.. **After arrival:**

- Escort/assist the member in the formal check-in process.
- Schedule member/family to attend Family Service Center's Smart Start Program.
- Assist with house hunting if needed.
- Assist with school registration if needed.
- Assist with Child Development Center registration if needed.
- Maintain follow-up contact and render assistance until the member/family is settled

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**SAMPLE WELCOME ABOARD MESSAGE**

**FROM: COMSC WASHINGTON DC//**

**TO:**

**INFO:**

**UNCLAS//N01740//**

**MSGID/GENADMIN/**

**SUBJ/WELCOME ABOARD//**

**REF/A/COMSCINST 1740.2/NOTAL//**

**NARR/REF A IS MSC COMMAND SPONSOR PROGRAM DIRECTIVE.//**

**RMKS/1. RECEIVED YOUR ORDERS AND AM PERSONALLY LOOKING FORWARD TO HAVING YOU COME ABOARD. WASHINGTON DC IS FULL OF WONDERFUL THINGS TO DO AND THE LIST OF CULTURAL/HISTORICAL EVENTS AND SIGHTS IS ENDLESS.**

**2. YOU WILL BE HEARING FROM YOUR ASSIGNED SPONSOR IN THE VERY NEAR FUTURE. PLEASE FEEL FREE TO UTILIZE THE COMMAND SENIOR CHIEF AS A POINT OF CONTACT AS WELL AS YOUR SPONSOR. HE CAN BE REACHED AT:**

**HMCS(AW/FMF) D. E. EVANS**

**WORK: (202) 685-5046**

**HOME:(XXX) 555-1113**

**3. WE ARE LOOKING FORWARD TO YOUR ARRIVAL. COS SENDS.**

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**SAMPLE WELCOME ABOARD LETTER**

DEPARTMENT OF THE NAVY  
COMMANDER  
MILITARY SEALIFT COMMAND  
WASHINGTON NAVY YARD BLDG 210  
901 M STREET SE  
WASHINGTON DC 20398-5540

Refer to:

*(inside address)*

Dear \_\_\_\_\_,

Welcome aboard! I have been assigned as your sponsor and will do all I can to assist you with your move and checking in. Please keep in contact with me so I can be an effective sponsor for you.

The following is information for contacting me:

Work mailing address:

Commercial number:

DSN:

Home phone:

The best time to call (*your time*) is \_\_\_\_\_.

Please complete the enclosed Information Sheet and mail it to me by the date listed on it to better prepare me in answering questions and making arrangements for your arrival.

Your new work mailing address is:

COMMANDER  
MILITARY SEALIFT COMMAND  
WASHINGTON NAVY YARD BLDG 210  
901 M ST SE  
WASHINGTON DC 20398-5540

I am married and have \_\_\_\_ child(ren). My spouse is willing to answer any questions your spouse may have.

I hope your transfer goes smoothly. I look forward to hearing from and meeting you.

Sincerely,

*(signature block)*

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**SPONSOR PROGRAM FEEDBACK QUESTIONNAIRE**

We need your help in evaluating the effectiveness of our Sponsor Program. Please complete this questionnaire regarding your recent PCS transfer and return it to the Military Personnel Department within 2 weeks of coming aboard.

Date: \_\_\_\_\_ Sponsor's Name: \_\_\_\_\_  
 Rate/Name: \_\_\_\_\_ Department: \_\_\_\_\_  
 Years of active service: \_\_\_\_\_  
 Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| 1. Were you informed of the Sponsor Program and its benefits by your former command prior to transfer? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. Did you receive advance information from your sponsor (i.e., "Welcome Aboard" letter/package)?      | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3. If yes, was the information adequate to inform you about the area?                                  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4. If yes, was the information received in time to permit adequate advance planning?                   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 5. If yes, what information would have made your transfer and relocation easier?                       | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 6. Was a sponsor assigned?   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 7. Were you informed of your sponsor's name and how to contact him/her prior to your departure?        | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 8. If yes, how were you contacted?   |                              |                             |
| a. Letter  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. Phone   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 9. Did your sponsor contact you prior to your departure?   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 10. If yes, was is by:   |                              |                             |
| a. Letter  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. Phone   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 11. Did you contact your sponsor?  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 12. Was your sponsor knowledgeable about the command and local area, and able to answer questions?     | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 13. Were you satisfied with your sponsor's assistance?   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |



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**SAMPLE INFORMATION UPDATE FORM****Information Update**

Please complete and return to your sponsor as soon as possible. This information will ensure that your sponsor can help in making all needed arrangements and that you will receive information you need in advance.

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**Active Duty Member:**

Have you received a "Welcome Aboard" package?  
If no, what address would you like it sent to:

☐ Yes    ☐ No

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- ☐ Unaccompanied Tour  
☐ Accompanied Tour

Spouse's Name \_\_\_\_\_

Child(ren)/ages:

_____	_____
_____	_____
_____	_____

Pet(s) \_\_\_\_\_

I would like information on the following:

- |   |  |
|---|--|
| <input type="checkbox"/> Child Development  | <input type="checkbox"/> Center Registration Forms |
| <input type="checkbox"/> School Information | <input type="checkbox"/> College Information       |

I will be arriving in Washington, DC on \_\_\_\_\_

Will you drive POV or fly? \_\_\_\_\_

If flying, what airline, flight number and approximate arrival time: \_\_\_\_\_

☐ I am not sure of my travel plans, but will inform you when confirmed.

I can be reached by telephone at \_\_\_\_\_

I plan on being on leave from \_\_\_\_\_ to \_\_\_\_\_ and can be reached at  
(Leave address/telephone number): \_\_\_\_\_

Special family needs: \_\_\_\_\_

Questions: \_\_\_\_\_

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**PLEASE KEEP YOUR SPONSOR ADVISED OF ALL CHANGES**

Enclosure (6)